DHS - HHSDC
Service Level Agreement
for CMS Net
(CCS and GHPP Systems)

December 28, 2000

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Introduction

Purpose

The purpose of this Service Level Agreement is to define and secure the services and support to be provided by HHSDC to the Department of Health Services' (DHS) ongoing CMS Net/E47 Project. Additionally, this scope of services and continued support is for the maintenance of the development, test and production environments for the CMS Net System (CCS and GHPP applications).

The technical support necessary to establish connectivity between counties, fiscal intermediaries, vendors, State offices, and HHSDC, is contained within the scope of the CMS Net/E47 Project. This document details the agreed upon level of services and support HHSDC will provide to DHS, hereafter known as the "Customer". Appendix A contains a Management Authorization for the services herein contained.

Statement of Service

This document defines the level of service and support HHSDC will provide to the Customer for the following services:

- Telecommunications and the networking connections between HHSDC and the Customer (e.g., fractional T-1 or 56K lines, routers, and switches);

- Telecommunications and the networking connections between HHSDC and the Customer's fiscal intermediaries (EDS and Delta Dental), and 58 Counties; and

- Maintenance of server hardware and software.

The successful delivery of these services depends upon a number of components functioning in a relatively normal manner, including a stable power supply from the City of Sacramento and utility companies. The Customer recognizes that HHSDC has no control over external entities and their respective abilities to deliver services.

This agreement defines a common point of understanding as to what level of service that a Customer should expect from HHSDC. Through the Service Level Reporting system, the Customer will be able to determine how well HHSDC fulfills the agreed upon objectives. In addition, HHSDC will increase its ability to manage resources, improve services, and improve communications with its customers.

Agreement Duration

The terms of this Service Level Agreement will be reviewed annually or more frequently as needed.

Conditions for Revisions

Revisions to this Service Level Agreement may be requested by either Customer or HHSDC at any time. However, all modifications to this agreement will require the prior written approval of all previous agreement signees. All items defined herein are subject to re-negotiation or revision at that time.

Implications

Service level objectives are achieved by strictly managing system, environmental, and human resources. As HHSDC does not control some of the resources necessary to deliver end-to-end service (i.e., local LAN administration, desktop configurations, or electronic messaging systems outside of HHSDC) HHSDC may require conformance with one or more architectures, policies, or procedures. These policies will be reviewed with the Customer prior to starting the new service offering and as technology or business requirements dictate a need for changes.

If HHSDC does not maintain this service in accordance with this Service Level Agreement, the Customer can require HHSDC to submit, in writing, a detailed plan for correcting their deficiencies to be submitted within 30 business days. If the deficiencies are not brought back to standard within the timeframe specified in the plan, HHSDC may renegotiate the terms of this Service Level Agreement with the Customer or the Customer can discontinue their use of the service.

If the Customer does not comply with this Service Level Agreement, HHSDC can require the Customer to submit, in writing, a detailed plan for correcting any deficiencies to be submitted within 30 business days. If the Customer cannot correct the deficiency within the timeframe specified in the plan, and/or they are causing outages for HHSDC or other Customers, the Customer may be disconnected from the service until their issues are resolved. If the Customer is causing outages at their site, HHSDC will assist in problem resolution but all outages caused by the Customer will not count against system availability.

Termination

Both HHSDC and the Customer agree to deal in good faith with one another and to attempt problem resolution at the lowest appropriate level. Either party reserves the right to terminate this Service Level Agreement if economic studies indicate there are lower cost alternatives, or if the costs are determined to be unreasonable or unnecessary, or if funding is not available, or if the service consistently fails to meet the agreed upon service objectives in this Service Level Agreement. A three-month written termination notice will be required. Liquidated damages will not be collected for breach of this Service Level Agreement or any of the service levels contained herein.

Upon termination or other expiration of this Service Level Agreement, each party will take all reasonable action to assist the other party in the orderly termination and transition process. This is to include, but not be limited to, transfer of all assets, tangible

and intangible, as may facilitate the orderly, non-disrupted business continuation of each party. In the event that the Customer terminates this Service Level Agreement, Customer will pay HHSDC forthwith for all work performed up to the date of termination and for any expense incurred by HHSDC directly attributable to the Service Level Agreement.

Audience

This document is intended for the following audience:

- HHSDC Information Technology (IT) managers, branch chiefs, department directors, and technicians; and
- DHS Department Directors, IT managers, branch chiefs, and CMS Net stakeholders.

Stakeholders

Project stakeholders include HHSDC, DHS, EDS, Delta Dental Plan of California (DDPC), and 58 Counties. Appendix C contains a project organization table and list of stakeholders.

Definition of Terms

Refer to Appendix B for a glossary of terms and definitions.

Service Level Objectives

Roles and Responsibilities

General support and production requirements for CMS Net include:

- Existing system support and maintenance for servers;
- County connectivity support;
- Internal system interfaces: CATS, MEDS, FAME, HAP, HIS, and SCI;
- External system interfaces with fiscal intermediaries: EDS, Delta Dental and County case management systems;
- Capacity Planning;
- Performance Monitoring; and
- Network Support.

Unix Support

Refer to Appendix H for a matrix of typical UNIX support duties provided by stakeholders.

Telecommunications Support

HHSDC will continue to maintain and monitor a dedicated telecommunications link between the server environments and the CMS Branch LAN located at 714 P Street, Sacramento. HHSDC will continue to support the CMS Net/E47 Project activities to connect all 58 counties to CMS Net. All telecommunications coordination and technical assistance is to point of presence routers;

System Availability

System availability refers to the scheduled daily hours of operation for this service. System availability is divided into three categories: (1) Normal Hours of Operation; (2) Off-Hours of Operation; and (3) Planned System Outages.

Specific objectives are listed in this section regarding the total amount of time HHSDC guarantees the system to be available within those hours. This guarantee pertains to those system components covered under this Service Level Agreement only. If any components covered under this Service Level Agreement become inoperable during guaranteed hours, that “down-time” counts against the HHSDC system availability guarantee. If any other components necessary for delivery of this service that are not included in this Service Level Agreement become inoperable during guaranteed hours and the components remain operable, that “down-time” does not count against the HHSDC system availability guarantee. For example:

- HHSDC Outage -- The HHSDC servers (which are covered under this Service Level Agreement) or operating system malfunctions and prohibits the end user from

accessing the CCS and GHPP Systems or sending/receiving information. The entire time that the CCS and GHPP Systems are unavailable counts as an unplanned outage for HHSDC and counts against HHSDC's system availability for that month.

- Customer Outage -- The local area network at the Customer's site goes down and the end user cannot access the system at HHSDC because of the LAN outage. The entire time that the LAN is down does not count against HHSDC's system availability for that month.

- Planned System Outage – The following are planned system outages:

  - System conversions, hardware and software upgrades or replacements;

  - Preventive maintenance that is performed the first and third Mondays of each month between 12:00 AM and 2:00 AM. The exception to this schedule is that on the third Monday of January, April, July, and October, there is a four-hour window from 12:00 AM to 4:00 AM for preventive maintenance;

  - Other maintenance, such as malfunctioning equipment (router) outside of the normal maintenance schedule, is performed at mutually agreed-upon times with the Customer;

  - Extended maintenance is conducted on a quarterly basis; and

  - System backups are usually run nightly between 10:00 PM and 6:00 AM.

The table on the next page shows the Normal Hours of Operation and the Off-Hours of Operation for CMS Net.

Service Operation Hours Table

DAY	7:00am-5:00pm	5:00pm-7:00am
Monday	✓	X
Tuesday	✓	X
Wednesday	✓	X
Thursday	✓	X
Friday	✓	X
Saturday	X	X
Sunday	X	X
Holidays	X	X

LEGEND

✓ = Normal Hours

X = Off-Hours

- System Service -- The CCS and GHPP applications and servers will periodically require software and hardware upgrades or maintenance. It is anticipated that each server will have two to four system service periods per year. Most service periods will be eight hours or less; however, major upgrades may require more time. HHSDC guarantees that all system service (except emergency changes required to bring service back into full operations) will:
  - Be preceded by at least two weeks advanced notice to the Customer;
  - Be tested in a test environment for a minimum of 30 days; and
  - Be scheduled using HHSDC's Change Management process.
- Preventive Maintenance -- Preventative maintenance is scheduled the first and third Monday mornings of each month at 12:00 AM to 2:00 AM, except for previously stated exceptions. If the next day (Monday) is a holiday, then preventive maintenance is run on Tuesday.

Service Support

The Service Support Table below lists the type of support and hours of availability that HHSDC guarantees to the Customer. The Customer also guarantees to provide first level support as described in this table. Support outside the indicated hours can be arranged by special request. Please review Appendix F – Support Roles & Responsibilities for specific procedures regarding service support.

SERVICE SUPPORT TABLE

SERVICE TYPE	RESPONSIBLE PARTY	HOURS
First Level	Customer	7:00AM - 5:00PM, Monday-Friday, excluding holidays
Second Level	HHSDC Network Operations (NOC)	5:30AM – 5:30PM, Monday – Friday, excluding holidays 7:00AM–12:00PM, Saturday, excluding holidays
Third Level	HHSDC TDID Server Support	7:00AM – 5:00PM, Monday – Friday, excluding holidays. Technical staff available by pager but availability is not guaranteed.
Off-hours Second Level	HHSDC Network Support (NOC) at (916) 739-7640.	After hours, calls roll over to Command Center. Technical staff is paged to resolve problems as needed.
Network Change Mgmt. Window	HHSDC Network Support (NSS)	1st and 3rd Mondays of each month 12:00AM – 2:00 AM, with the exception of the third Monday of January, April, July and October, where the preventive maintenance window is 12:00 - 4:00 AM. 2nd and 4th Monday of each month 12:00AM – 2:00 AM (and the 5th Monday if the month contains 5 Mondays). 3:00AM – 6:00 AM, Tuesday and Thursday of each week for minor or medium changes.

If the Customer determines a problem involves a server or related component at HHSDC, the call should be escalated to the HHSDC Help Desk to open a trouble ticket. A Severity Code should be assigned to every ticket according to the Severity Code Matrix.

When a trouble ticket is forwarded to the NOC queue, HHSDC must accept or refer back the ticket within the timeframes listed in the Severity Code Matrix. Tickets are referred back to the Customer Help Desk if the problem involves an application, a desktop system, the Customer LAN, a Customer network issue, or a remote access issue.

If NOC resolves the problem, they will update and close the trouble ticket and notify the Customer. If NOC needs further assistance they will escalate the ticket to HHSDC third level support by assigning the ticket to the appropriate support group and then notifying that individual by phone or pager. The appropriate third level support group is responsible for updating NOC regarding their progress on the problem according to the Severity Code Matrix. NOC will pass this information back to the Customer.

Once the appropriate third level support group resolves the problem, they will update and close the trouble ticket and notify NOC. NOC will notify the Customer that the problem has been resolved.

If a system problem is detected by HHSDC, NOC will open a trouble ticket and notify the Customer of the system problem. The feedback process remains the same as described above.

Both first and second level support end their normal work day at 5:30 PM. Third level support staff end their work day at 5:00 PM, but technical staff is usually available by pager.

HHSDC does not offer technical support from 7:00 PM to 7:00 AM. However, the Customer can call the Command Center and leave a message regarding system problems encountered during these hours. NOC will open a trouble ticket for these problems on the next business day.

Storage Capacity

Requests for increasing storage capacity should be submitted to HHSDC using a standard Service Request. All requests for additional storage will be acknowledged by HHSDC following the normal Service Request process. In cases where hardware resources are not readily available, additional storage will be made available as soon as possible.

Monitoring and notification on system performance, storage limitations when servers are nearing capacity, or other technical issues, will be a joint effort between HHSDC and the Customer.

Performance Management and Monitoring

Performance is categorized by System Response Time.

System Response Time

Both the Customer and HHSDC monitor the health of the system. Various factors determine the user's wait-time when executing a command from their keyboard/mouse. These factors include: the configuration of individual County networks; the speed of the desktop processor; the amount of available RAM on a desktop; and the type of software package executed. These factors can vary from one desktop to the next so system response times will also vary. Additional functionality and configuration of Customer

LANs can also impact system response time. HHSDC does not make any guarantees for system response time, but will provide reports generated by performance measurement software to the Customer.

Operational considerations to be included in HHSDC system monitoring are:

Daily

- Check backup logs to insure system backups have executed properly.

Weekly

- Monitor system performance logs and coordinate with the Customer on problem resolution.

HHSDC understands that the CMS Net/E47 Project Feasibility Study Report (FSR) defined a specific level of response time for various CCS and GHPP application transactions. HHSDC will work closely with the Customer to ensure the CMS Net environments perform optimally, and to configure the hardware and network environment so it will support the FSR response time requirements.

The FSR states on page 14, Section C Objectives, number 8, "ensure that system response time for remote sites is satisfactory, about equivalent to response time in the State/regional offices (less than ½ second). To ensure that system response time is satisfactory, HHSDC increased line speed from 9600 BPS to 56KB.

Operations and Systems Maintenance

The HHSDC Command Center (Operations) is staffed 24 hours per day, seven days a week. The Command Center provides system monitoring and availability support for Unix and manages tape handling for the system and customer backups. HHSDC will provide Customer feedback according to the Severity Code Matrix outlined in Appendix G.

Other responsibilities include the management and coordination of:

- Warranties;
- Licenses;
- Maintenance contracts;
- Vendor help desk;
- Maintenance schedule;
- Maintenance escalation procedures;

- Maintenance coordination requirements; and
- Vendor roles.

Data & Operational Recovery

- *System Backups*

HHSDC will perform the necessary system backups for the server environments in order to guarantee both the integrity of the Customer's data, as well as HHSDC's ability to recover that data as needed (see Operational Recovery below). HHSDC also guarantees they will maintain enough disk space (DASD) to preserve a minimum of 31 days of full system backups.

HHSDC is responsible for monitoring the system backup logs to ensure that all backups are successfully completed. If a system backup fails, HHSDC is responsible for identifying and correcting the problem and then ensuring the system(s) is (are) properly backed up that night.

HHSDC will also be responsible for managing and reporting on the following system backup activities:

- Manage backups and file rotation; tapes are scratched after 31 days.
- Backup servers prior to any system maintenance procedure for which there is a potential of losing data.

- *Operational Recovery*

HHSDC's response objective to a system failure will be within two hours during normal operating hours.

CCS and GHPP Backup Schedule	**Retention**
Daily Backups (Servers) • Full backups	31 days

- *Disaster Recovery*

File and disk restoration from disk backup is reserved for disk failure and disaster recovery purposes only. Requests for restores outside of disk failure and disaster

recovery purposes should be submitted in writing (email, fax).

Security

HHSDC guarantees to take all necessary precautions to protect mainframe equipment and servers from unauthorized access including modification, deletion, or disclosure of the databases and operating systems.

HHSDC is also responsible for ensuring the protection of confidential data transmitted. Additionally, HHSDC will perform sufficient logging and tracking of security events.

Service Level Reporting

HHSDC will provide monthly reports detailing system performance and other metrics as defined in the table contained in Appendix I. The information contained in the report will reflect the past 30 days as well as provide data from previous months for trend analysis. Reports will be distributed no later than 10 working days after the last day of each month.

Appendix A
Management Authorization

Management Authorization

The signatures on this page indicate that the Department of Health Services (DHS), referred to hereafter as the "Customer", and the Health and Human Services Data Center (HHSDC) have reviewed this Service Level Agreement (referred to hereafter as the "Service Level Agreement"), and are satisfied that it represents the needs of the Customer and has achievable objectives. Authorization for this Service Level Agreement is hereby established.

DHS Approval

Project Manager, Children's' Medical Services Branch	Date
Branch Chief, Children's' Medical Services Branch	Date
Branch Chief, Infrastructure Support Branch	Date
Deputy Director, Information Technology Services Division	Date

HHSDC Approval

Manager, Technical Support Center	Date
Deputy Director, Telecommunications Division	Date
Deputy Director, Technology Development and Integration Division	Date
Deputy Director, Information Systems Division	Date

Appendix B
Glossary of Terms and Definitions

Capacity

Capacity defines the unit of available resource for the service. For example, disk space per user, memory per database, or number of clients per server. Capacity is a general guideline for resource availability. If the capacity available is not at risk of overload (i.e., less than 70% usage) and the service is not experiencing performance degradation due to system overload, HHSDC may delay adding resources to avoid incurring unnecessary costs.

Data & Disaster Recovery

Data and disaster recovery is the general availability of expertise necessary to recover data or systems in the event of a hardware/software failure or catastrophe. It is HHSDC's responsibility to maintain an appropriate level of staff (via full-time employees, contractor staff, or Service Level Agreements) to meet all service level objectives with regards to data and disaster recovery. HHSDC will determine data and disaster recovery staffing based on a monthly review of service level reports.

Help Desk

Help Desk is the general availability of Customer service resources to accept, record, and manage reported problems. It is HHSDC's and the Customer's responsibility to maintain an appropriate level of Help Desk staff (via full-time employees, contractor staff, or Service Level Agreements) to meet all service level objectives.

New Service

A new service is any service that HHSDC has never offered before, an existing service that a Customer has never received from HHSDC before, or any service a Customer has not recently received from HHSDC (recently being within the last six months).

Off Hours

Period of time when the system is available but CMS Branch technical support is not. Period of time outside of normal business hours. For HHSDC, network support is available twenty-four hours a day, seven days a week. A call must be made to NOC and the on-call support person will be paged.

Operations

Operations is the general availability of expertise necessary to manage system consoles, system availability and health monitors, environmental controls, and physical security. It is HHSDC's responsibility to maintain an appropriate level of operations staff (via full-time employees, contractor staff, or Service Level Agreements) to meet all service level objectives. HHSDC will determine operations staffing based on a monthly review of service level reports.

Performance

The performance metric measures application responsiveness and throughput. There may be one or more performance metrics assigned to a service; for example, transactions per second, messages per hour, or application response time. Each performance metric will have a corresponding objective that can be measured through system monitoring tools such as Patrol.

Service Level Agreement

A Service Level Agreement (SLA) is an equally balanced two-way document between the provider of a service (HHSDC) and the consumer of the service (DHS). It includes details in quantifiable and measurable terms of the services required at cost-effective levels, during normal operating modes.

Service Level Objective

A Service Level Objective (SLO) is a target for performance measurement. Typically, SLO components include metrics such as system or application availability, system or application response time, capacity (i.e., disk storage space on the CMS Net production machine), and Customer service availability. Only easily measurable objectives will be entered into an SLO.

System Availability

System availability is the scheduled hours of normal operation, per day, for the service(s). For example, "6:00am –6:00pm, Monday through Friday." Hours of normal operation do not include scheduled *service time* for routine system upgrades and system maintenance.

System upgrades will be scheduled on a case-by-case basis with a minimum of seven days' notice to the Customer and will occur after normal working hours (i.e., after 6:00pm or on weekends). Exceptions will be made only if the upgrade is required because of system outages. The Customer will be notified of the needed outage immediately.

System maintenance schedules are predefined within this document. These schedules serve as advanced notification of those system outages. In the event that scheduled maintenance cannot be accomplished within the predefined timeframes, notification will sent as soon as the need for more time is identified.

System Response Time

System response time refers to the average amount of time it takes for the system to execute a user's request and for the system to display a message or requested result (screen) on the monitor. System response time is a separate performance measurement from Mean Time to Respond.

Technical Support

Technical support is the general availability of system and application expertise necessary to manage a service. It is HHSDC's responsibility to maintain an appropriate level of technical support staff (via full-time employees, contractor staff, or Service Level Agreements) to meet all service level objectives. HHSDC will determine technical support staffing based on a monthly review of service level reports.

Appendix C

Project Organization and Stakeholders

The following table identifies the major project participants and stakeholders within the Department of Health Services, project contractors and support services organizations.

Title	Name/Organization	Role/Responsibilities
Project Sponsor	Marian Dalsey, M.D., Acting Branch Chief, Children's Medical Services (CMS) Branch	Obtain funding, approvals, support; provides project policy direction. (Delegated to Harvey Fry, Assistant Branch Chief)
CMS Net/E47 Project Manager	Bill White, Chief, Information Technology Section, Children's Medical Services Branch	Manage project scope, schedule, budget, deliverables, reporting; chairs Project Management Team (PMT).
Technical Project Manager	Bob Morthole, Supervisor, Information Technology Support Unit, Children's Medical Services Branch	Responsible for development and implementation of CCS and GHPP applications and system support. Assist with project scope, schedule, and CMS project team of state employees and contractor staff; provides technical direction. Administrative tasks for State staff and status reporting. PMT member.
Technical Project Manager	Tami Nyland, Office of Medi-Cal Dental Services, Payment Systems Division	Responsible for Delta Dental technical design, development and implementation activities for Enhancement 1 of the DDPC contract; PMT member.
Technical Project Manager	Al Cooper, DHS, Payment Systems Division	Manages work of EDS, obtains staffing and other resources; reports project status. PMT member.
Technical Project Manager	Nancy King, Information Technology Services Division	Responsible for ITSD technical design, development and implementation activities; PMT member.
Technical Project Manager	Robert Eich, Information Technology Services Division	PMT member, manages ITSD project resources.
Technical Project Lead	Robert Morison, Information Technology Services Division	Responsible for CMS Net System DBA Unix support.
Technical Project Lead	Kevin Lee, Information Technology Services Division	Responsible for CMS Net County connectivity.
Steering Committee	Roscoe Williams, Director, Information Technology Services Division	Participates on Steering Committee, resolves ITSD issues, provides ITSD resources to support project.
Project Manager (Contractor)	Terry Daffin, Visionary Integration Professionals, Inc.	Manage project scope, schedule, and CMS project team of state employees and contractor staff; provides technical and project direction. PMT member.
Steering Committee	Catherine Camacho, Chief, Primary Care & Family Health Division	Chair Steering Committee; lead in resolving project and PC&FH issues.
Steering Committee	Jerry Stanger, Deputy Director, Payment Systems Division	Resolves ITSD issues
Steering Committee Representative	Jim Smith, Customer Relations Representative, HHSDC	Represents HHSDC at Steering Committee. Customer Liaison and contact at HHSDC responsible for coordinating the resolution of project support and

		technical issues.
CMS Branch Manager	Harvey Fry, Chief, CMS Program Operations Section	Represents user community in state regional offices and counties.
CMS Branch Manager	Erin Whitsell, Chief, CMS Program Support Section	Represents CMS Branch on support issues, including administration and budget.
Project Oversight (IPOC)	Mike Duskus	Provides project management oversight; reports to DOIT and DOF on project issues and status.
Counties	Various representatives	Pilot/test deliverables, contribute to design, review and advise as needed.
Providers		Review and advise as needed, participate in training.
HHSDC – Executive Sponsorship	David Rial, Asst. Deputy Director for Technology Development and Integration Division	Provide executive sponsorship to HHSDC's project roles and technical support.
HHSDC – Technical Support	Ray Perkins, Manager, Systems Management, Technology Development and Integration Division	Provide technical support to the project as needed.
HHSDC – Technical Support	Larry Dockter, Manager, Systems Support, Information Systems Division	Provide technical support to the project as needed.
HHSDC – Technical Support	Ron Onodera, Asst. Deputy Director for Telecommunications Division	Provide technical support to the project as needed.
HHSDC – Technical Support	Kathy Saito, Manager, Network Software Support, Telecommunications Division	Provide technical support to the project as needed.

Appendix D
Counties' Site Contacts

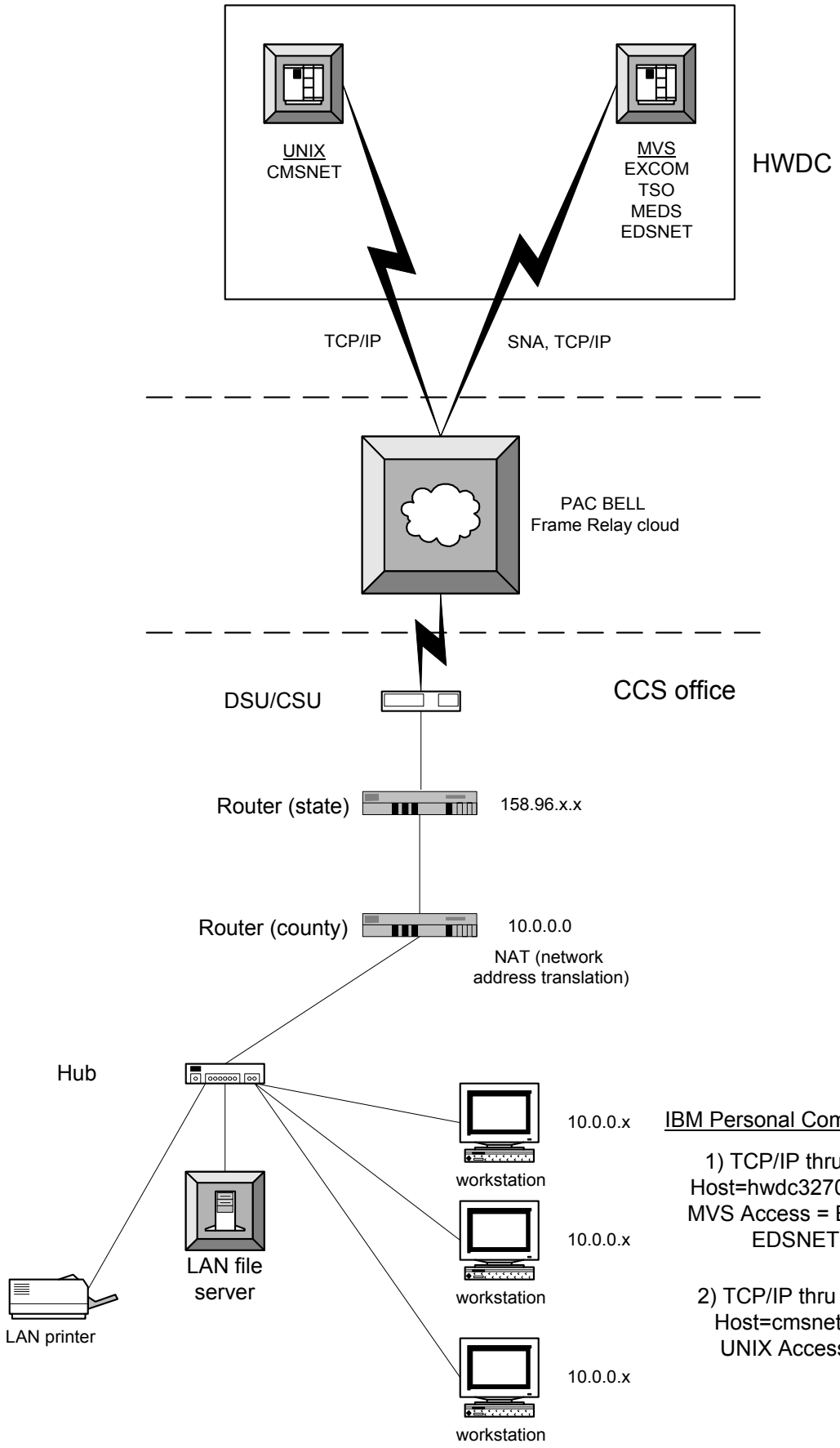
County	Type	Name	Title	Phone
ALAMEDA	Technical	Laurie Bilodeau	Information System Analyst	510 628-7983
ALPINE	Program	Debbie Goodman	Administrator	530 694-2146
AMADOR	Program	Sam Fitts	Coordinator	209 223-6407
	Technical	Sam Fitts	CCS Clerical	209 223-6630
BUTTE	Program	Lynda Borunda	Case Manager	530 895-6546
	Technical	Barbara Demers	CCS Administrator	530 895-6546
CALVERAS	Program	Sandy Pack	Eligibility Worker	209 754-6460
COLUSA	Program	Lorraine McKey	Eligibility Worker	530 458-0380
	Technical	Debbie Garofalo	CCS Administrator	530 458-0384
CONTRA COSTA	Technical	Adrian Cooley	IS Analyst	925 313-6897
	Technical	Robin Thomas	CCS Administrator	925 313-6141
	Technical	Ray Eiquist	Network Administrator	925 313-6231
DEL NORTE	Program	Norma Williams	Intake Worker	707 464-3191
	Technical	Dan McCorkle	Del Norte County IT Manager	707 464-7207
EL DORADO	Program	Paula Green	Coordinator	530 621-6128
	Technical	Tom Straling	Information Services	530 621-5415
FRESNO	Program	Carol Madriano	Administrator	559 445-3300
	Technical	Claudia Favors		559 455-5042
GLENN	Program	Barbara Huggins	Case Manager	530 934-6588
	Technical	Cecilia Hutsell	Deputy Director Administration	530 934-6347
HUMBOLDT	Program	Roberta James	Administrator	707 445-6212
	Technical	Don Katri	Humboldt County IT	707 268-3675
	Technical	Roberta James	CCS Administrator	707 445-6212
IMPERIAL	Program	Siliva Hernandez	Administrator	760 339-4432
INYO	Program	Tarmara Pound	Administrator	760 873-7868
KERN	Technical	Robert Black		661 868-2052
	Technical	John Devlin		661 868-2051
KINGS	Program	Pat Harder	Administrator	559 584-1401
LAKE	Program	Anita Bell	Case Manager	707 263-2241
LASSEN	Program	Jennifer Cote	Coordinator	530 251-8183
LOS ANGELES	Technical	Jose Guray	IT Technical Manager	323 869-8117
	Technical	Cecelia Ball	IT Manager	562 945-8020
	Technical	Mark Abramson	IT Programmer	323 869-8159
MADERA	Program	Roselind Gaviola, PHN	Coordinator	209 675-7893
	Technical	Stacey Gamble	Technical Person	559 675-7703
MARIN	Program	Karen Thigpen	Administrator	415 499-6877
	Technical	Lance Lowrie	San Rafael DP	415 499-3712
	Technical	Lance Lowrie		415 499-3712
	Technical	Dave Engelhard		415 499-3712
MARIPOSA	Program	Gloria Attaway	Case Manager	209 966-3689
	Technical	Gloria Attaway	CCS Case Manager	209 966-3689
MENDOCINO	Program	Sherrie Young	CMS Director	707 463-4461
	Technical	Sherrie Young		707 468-3464
MERCED	Program	Jeannie Stout	Supervising PHN	209 385-7715
	Technical	Al Jacobo		209 385-7507
MODOC	Program	Billy Jo Young	Administrative Assistant	530 233-6311
MONO	Program	Laurie Gunby	Administrator	760 932-7485
MONTEREY	Program	Dyan Apostolos	Administrator	831 755-5550

	Technical	Paula McGlynn		831 755-4633
	Technical	Eric Barton		831 759-6935
NAPA	Program	Dale Berry	Administrator	707 253-4391
	Technical	Harry Hastie	IS Department	707 259-8126
	Technical	Dale Berry	CCS Administrator	707 253-4053
NEVADA	Program	Sherry Curwick	Help Tech Supervisor	530 265-1450
No. Cal Regional Office	Program	Mara Torres	Administrator Consultant	415 904-9699
PLACER	Program	Lynn Lothrop	Administrator	530 886-3630
	Technical	Hally Reyes		530 886-1812
PLUMAS	Program	Barbara Mrowczynski	CCS Coordinator	530 283-6330
	Technical	Rosie Penn	Plumas Count IT	530 283-6338
RIVERSIDE	Program	Betty Jennings	Coordinator	909 358-5401
Sacto Regional Office	Program	Mary Lew-Yee	Administrator	916 653-8050
SAN BENITO	Program	Maria Cortez	Eligibility Worker	831 637-5367
	Technical			831 637-6692
	Technical	Muree Reafs	Director of Nursing	831 637-5367
SAN BERNADINP	Technical	Cande Gomez		
SAN DIEGO	Technical	Bob Modell	ISD Services Director	619 338-2820
SAN JOAQUIN	Technical	Chuck Phillipp	Data Processing Manager	209 468-9305
	Technical	Justin Labadie	Programmer Analyst IV	209 468-8016
SAN LUIS OBISPO	Program	Carol Grosse,PHN	Administrator	805 781-5529
	Technical	Brian Davis		805 781-5056
	Technical	JR Davis		805 781-5097
SANTA CLARA	Program	Betty Garcia	Administrator	408 299-5891
	Technical	Paula Jenkins		408 885-5872
	Technical	Steve Williams	Information Systems Director	408 885-5350
SANTA CRUZ	Program	Carol Kerfoot	Administrator	831 763-8900
	Technical	Nelson Klinek		831 454-4661
	Technical	Noelan Steed		831 454-4644
SHASTA	Program	Linn Blackedge	Eligibility Worker	530 225-5760
	Technical	Mark Johnson	DSS-Shasta County	530 225-3730
SIERRA	Program	Joyce Cameron	Coordinator	530 993-6700
	Technical	Steve Hall		530 993-6700
SISKIYOU	Program	Lynn Corliss,RN,PHN	Program Manager	530 841-4064
	Technical	Scott Sanders	Information Systems Specialist	530 841-4085
SOLANO	Program	Pam Sakamato	Program Manager	707 421-7497
	Technical	Geoff Baker		707 435-2446
	Technical	Ron Bruehrer	Bureau Manager	707 553-5536
	Technical	Nancy Garver	Systems Adm for ACS	707 421-6274
So.Cal Regional Office	Program	Linda Torn	Administrator	213 897-3574
STANISLAUS	Program	Darlene Wiseman	Administrator	209 558-7515
	Technical	Ken Hoach	Stanislaus IT	209 558-7414
	Technical	Eben Cerillo	Stanislaus IT	209 558-7449
	Technical	Vishwa Nand	Stanislaus IT	209 558-7135
SUTTER	Program	Carla Reynolds	Administrator	530 822-7215
TEHAMA	Program	Margie Zamacona	Program Eligibility	530 527-6824
	Technical	Randy Puckett		530 528-3214
TRINITY	Program	Terry Klein	Administrative Clerk	530 623-1358
	Technical	George Reynolds	Information Technology Manager	530 623-8302
TULARE	Program	Karen Cvetkovich	Administrator	559 685-2533
	Technical	Bill Harrison	MIS Director	559 737-4660

	Technical	Joe Edgeworth		559 737-4660
TUOLUMNE	Program	Jan Bacon	Coordinator	209 533-7404
VENTURA	Program	Dee Martin	Coordinator	805 677-5240
YOLO	Program	Traci Corda	Administrator	530 666-8640
	Technical	Nathan Mott		530 666-8640
YUBA	Program	Donna Clark	Case Manager	530 741-6340
	Technical	Robert Bendorf	IT Manager	530 749-6498

Appendix E
System Connectivity Diagrams

Connectivity through LAN/County Routers

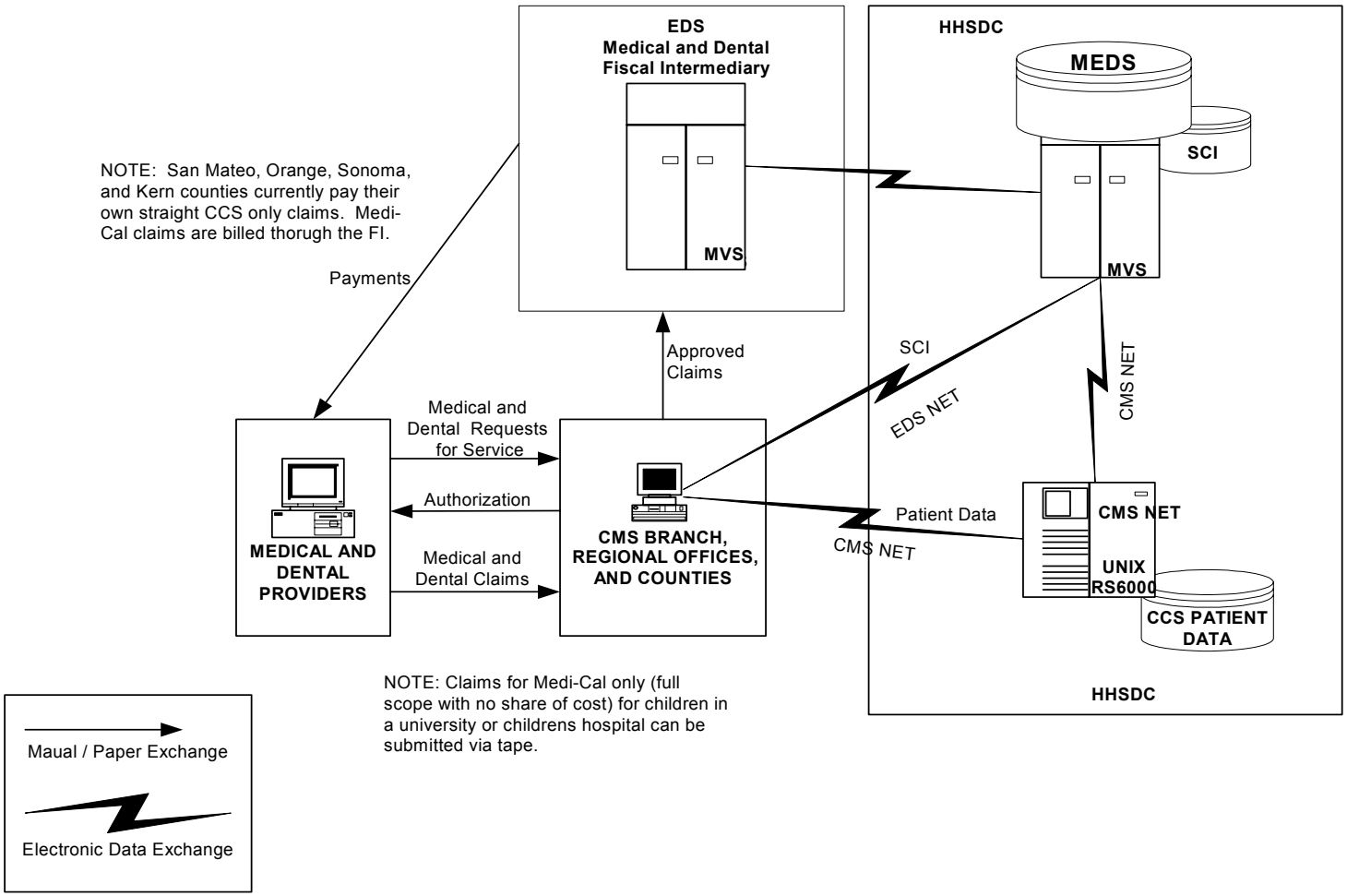


IBM Personal Communications 4.2 (fixed)

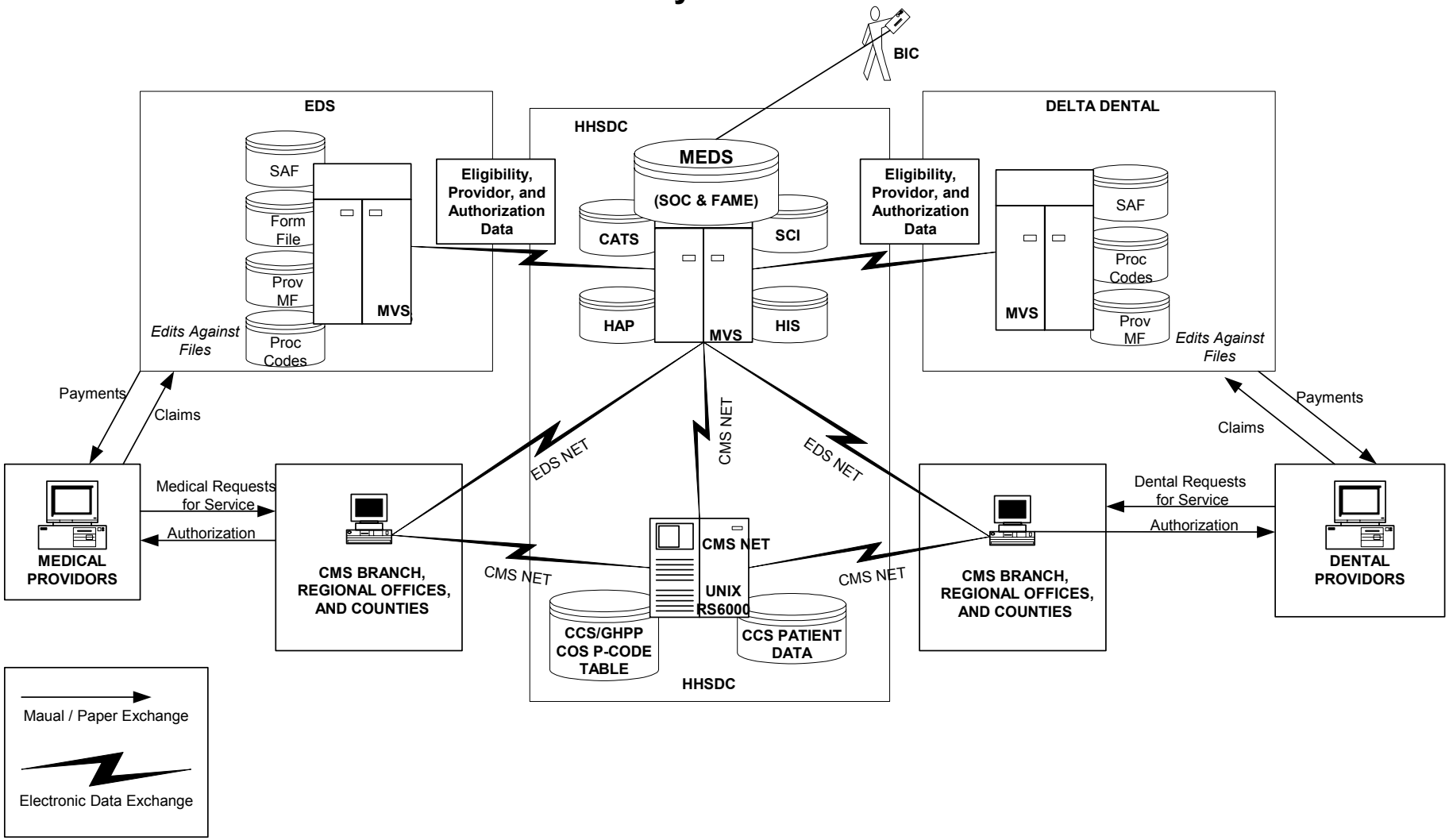
1) TCP/IP thru Telnet3270
Host=hwdc3270.cahwnet.gov
MVS Access = EXCOM, TSO,
EDSNET, MEDS

2) TCP/IP thru VT over Telnet
Host=cmsnet.cahwnet.gov
UNIX Access = CMSNET

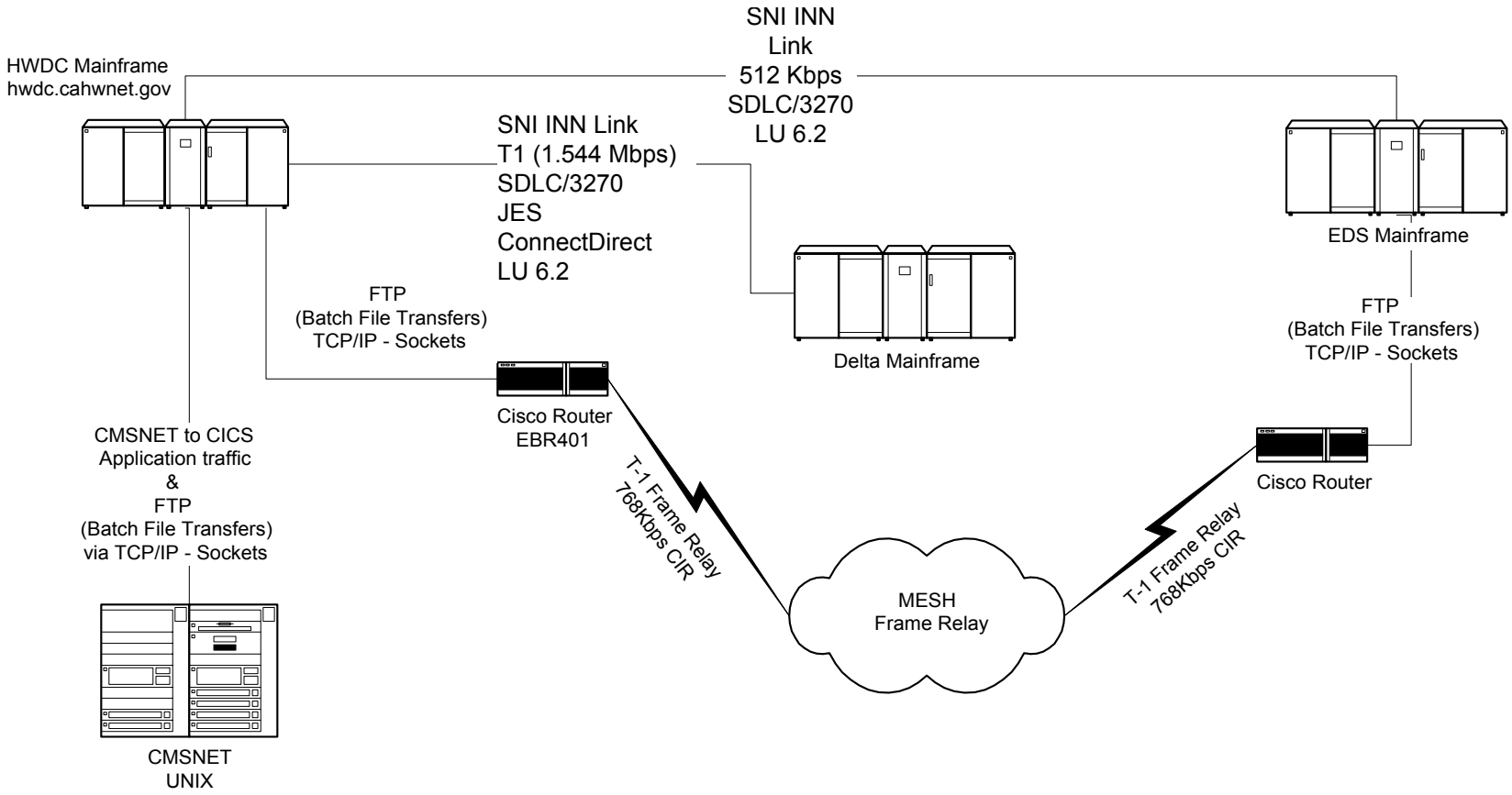
CMS Net Current System Architecture



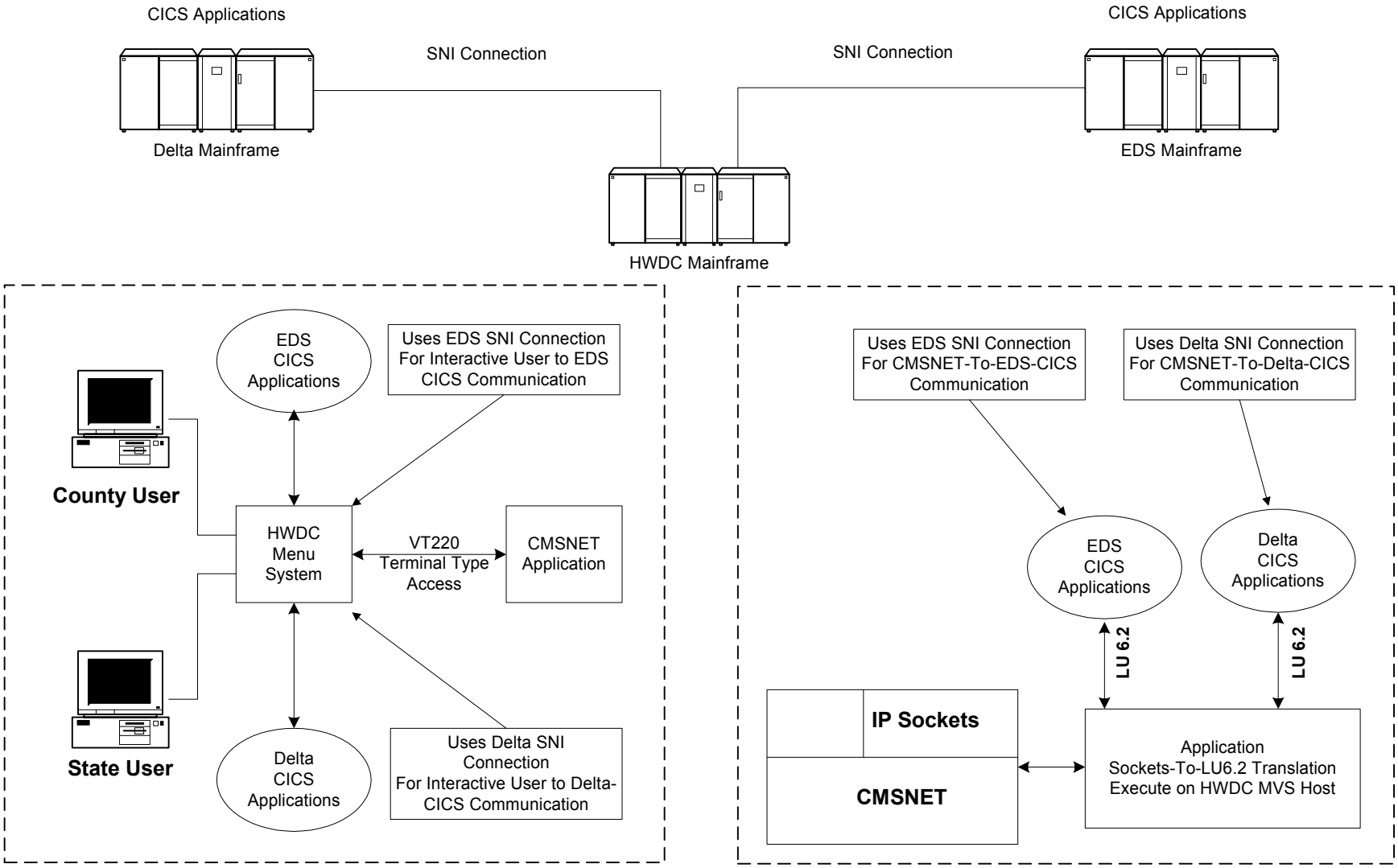
CMS Net Future System Architecture



CMS Net Interconnections with EDS & Delta Dental



CMS Net System Connections



INTERACTIVE **APPLICATION TO APPLICATION**

Appendix F
Support Roles and Responsibilities

Support Roles & Responsibilities

TASKS	CUSTOMER	HHSDC
CCS and GHPP application development & support	✓	
Coordinate requests for increased storage, restores from backups	✓	
Participate in Project Management Team, Steering Committee and monthly Technical Round Table meetings	✓	✓
Provide End-user training	✓	
First level support	✓	
Installing and configuring peripherals	✓	
Responsibility for COAX cable, Twisted Pair, Balun in-house wiring at DHS	✓	
Responsible for print head (exception 4224), ribbon, toner cartridge, authorized repair of informers	✓	
Process Service Requests		✓
Monitor MTX's performance in delivering equipment to counties, installing equipment and verify that it is working correctly, and maintaining equipment.		✓
Maintaining network connection and server management tools (circuit - line, routers, LAN, WAN, modem/DSU, controller, terminal, printer, application access	✓	✓
Installing, configuring and maintaining all environments to develop, test, train and support the CMS Net/E47 Project	✓	✓
Maintaining Local Area Network (physical transport)	✓	
Maintaining connectivity with EDS, Delta Dental, M/MGMT, counties and other State offices		✓
Monitoring & inoculating the desktops against viruses	✓	

TASKS	CUSTOMER	HHSDC
Monitoring & inoculating the servers against viruses	✓	✓
Monitoring system/server logs, capacity planning, & maintaining system/server performance	✓	✓
Coordinate adds, replacements, and moves of office equipment	✓	
Recovering deleted data from backups		✓
Scheduling & monitoring system/Customer backups and off-site tape storage and retrieval		✓
Second level Server support (NOC)		✓
Server management: installation, configuration, trouble shooting, repair, upgrades, maintenance to hardware/software.	✓	✓
CMS Net User account management (add, change, delete) via web interface.	✓	
CMS Net Maintenance (printer and queue management, review backup logs)	✓	

Appendix G
SEVERITY CODE MATRIX

Severity Code Matrix

The matrix shown below contains the definitions of each Severity Code and the required response times for accepting trouble tickets and providing Customer feedback during problem resolution.

SEVERITY CODE	DESCRIPTION	RESPONSE TIMES
Severity One (HOT)	Severe impact to site. For example: System-wide outage, CMS Net is completely down.	NOC accepts or refers ticket back to Customer Help Desk within 15 minutes. Technician working issue updates ticket every two hours.
Severity Two (HIGH)	Operations continuing but greatly degraded with multiple users affected. For example: Degradation of critical application, Intermittent network problem, Intermittent file server problem	NOC accepts or refers back ticket within 30 minutes. Technician working issue updates ticket daily.
Severity Three (NORMAL)	Operations affected less than once a week; single user affected. For example: problems that degrade but do not prevent accessibility/usability; Workstation outage with other workstations available; degradation of non-critical application.	NOC accepts or refers back ticket within one hour. Technician working issue updates ticket every two days.

Appendix H
UNIX SUPPORT DUTIES

Unix Support Duties for CMS Net

HHSDC			DHS/CMS		DHS/I
ning and e Mgmt	O/S Support	DBMS	ITSU/ISU	Technical Support/Developer	DBA Su
ing and lanning nce nce of g/data tools	Unix O/S support: • install/maintenance of O/S • troubleshooting O/S backup and restoration • Application software/data backup and restoration	System Database support: • install/maintenance of database software. • development/maintenance of database to Unix interfaces • development/maintenance of Unix to other O/S (e.g. MVS, Unix, VM, PC) • interfaces troubleshooting • Application data restoration/recovery	Unix System Administrator: • primary contact for HHSDC Unix O/S support Application Database support: • primary contact for HHSDC Database support	Cache System Administrator: • development/maintenance of application to Unix interfaces • development/maintenance of Unix to other O/S (e.g. MVS, Unix, VM, PC) interfaces Application Database support: • development/maintenance of application to Unix interfaces • development/maintenance of Unix to other O/S (e.g. MVS, Unix, VM, PC) interfaces • Application data restoration/recovery Application support: • development/maintenance of application	Application Data • developmen of applicatio interfaces • developmen of Unix to o MVS, Unix, interfaces • Application restoration/r Capacity Plannin Performance: • upgrade plan • performance • maintenance monitoring/ tools

Appendix I
SERVICE LEVEL REPORTING TABLE

Service Level Reporting Table

Metrics	Calculation or Information to be Provided
System Availability (Normal Hours): -- Guaranteed hours	 # of work days in month * 12
-- Unscheduled hours	Actual downtime * % users affected
-- Actual hours	Guaranteed hours – Unscheduled hours
-- Percentage Available	Actual hours / Guaranteed hours * 100
System Availability (Off-Hours); -- Guaranteed hours	 # of work days in month * 12 + # of weekend days * 24 – preventative maintenance hours
-- Unscheduled hours	Actual downtime * % users affected
-- Actual hours	Guaranteed hours – Unscheduled hours
-- Percentage Available	Actual hours / Guaranteed hours * 100
Data & Operational Recovery:	Detailed information regarding system/file recovery from backup
Outage Information: -- Server Systems	Detailed information regarding Server system outages. Information includes: up and down times, hardware/software failure point, and resolution